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The recovery concept and crisis intervention : time for a revolution in the realm of acute psychiatric care. In

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SAMPLE PAPER FOR REFERENCE

CONCERNING QUALITY IN MENTAL HEALTH SERVICES:

[12, Arial, Caps, Bold, Centred]

John Smith, NSW [11, Arial, Bold]

ABSTRACT [11, Arial, Caps, Bold, Italics]

When faced with change, people have legitimate concerns about how the change will affect themselves, the tasks they perform and the impact that the change will have on the organisation undergoing change. This paper will outline a concerns-based approach to facilitating change in the Hospital. [11, Arial, Italics, Justified]

INTRODUCTION [11, Arial, Caps, Bold]

Quality is not an optional extra in today's mental health services, it is an integral part of service provision. It is not something that is grafted onto existing service systems, quality is built into each step and each decision of the management of services. [11, Arial, Justified]

INTRODUCING AN INNOVATION (QUALITY ASSURANCE) INTO A PSYCHIATRIC HOSPITAL [11, Arial, Caps, Bold]

When I first joined the Hospital as Quality Assurance Co-ordinator two years ago, everyone wished me well in trying to get staff to do Quality Assurance. I knew enough about human nature to know that staff wouldn't always mail back their questionnaires after the event. [11, Arial, Justified]

What were the findings of my initial survey? [11, Arial, Bold]

From the survey, the types of concerns expressed by staff were as follows;

- | | | |
|--------------------------------------|---|----|
| • Number of questionnaires given out | = | 25 |
| • Number of returns | = | 21 |

1. About Staff

Staff are suspicious and resistant to implementing QA. Others don't see QA as important as I do.

2. About Co-operation Between Professions

Not enough interdisciplinary co-operation.

IN CONCLUSION

Encouraging self-direction, creativity and a striving for excellence, may sometimes appear chaotic, fuzzy or messy. We may become bogged down in a morass of ideas, data and anticipated directions. But it is worth the struggle. Let me end with a quote from Donald Schon (1990:1).

"The Crisis of Confidence in Professional Knowledge" [11, Arial, Bold, Italics, Tab in once]

In the varied topography of professional practice, there is a high, hard ground overlooking a swamp.....Shall he remain on the high ground where he can solve relatively unimportant problems according to prevailing standards of rigour, or shall he descend to the swamp of important problems and non-rigorous inquiry? [11, Arial, Italics, Justified]

REFERENCES

Schon, D.A., 1990, *Educating the Reflective Practitioner*, Jossey-Bass. San Francisco. [11, Arial, Title in Italics]